

REMARKS

In response to the above identified Final Office Action, Applicants have amended their application and respectfully request reconsideration thereof.

Amendment of Claims

Claims 1, 6, 14, 19 and 27 have been amended to correct an improper antecedent basis and to emphasize that one or more interaction records may cumulatively modify a first entry or column of a cumulative record. The phrase "at least a first" and "first" have been added to claims 1, 6, 14, 19 and 27 to clarify this aspect.

Claim 28 has been added. Support for this claim may be found throughout the specification.

Response to Claim Rejections – 35 USC § 102

Claims 1, 14 and 27 stand rejected under 35 U.S.C. § 112, second paragraph as being indefinite for failing to particularly point out and distinctly claim the subject matter which applicants regard as the invention. Applicants submit that the above mentioned amendments, as reviewed by the Examiner during a telephone conversation of July 17, 2003, have addressed these rejections and, accordingly, withdrawal is respectfully requested.

Response to Claim Rejections – 35 USC § 102

Claims 1-27 stand rejected under 35 U.S.C. § 102(e) as being allegedly anticipated by U.S. patent no. 6,263,049 B1 (hereinafter Kuhn).

Applicants respectfully traverse the rejection of claims 1-27 under 35 U.S.C. § 102(e) for the reason that Kuhn does not disclose each and every limitation of the claim 1, as amended, of the present application.

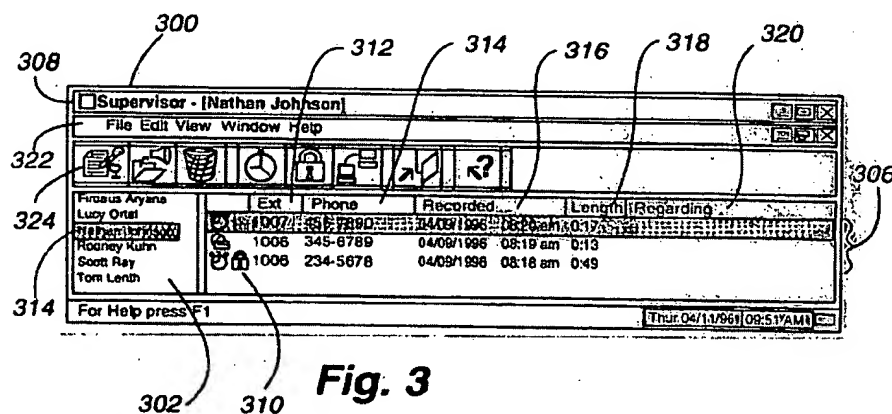
To anticipate a claim, the reference must teach every element of the claim.

"A claim is anticipated only if each and every element as set forth in the claim is found, either expressly or inherently described, in a single prior art reference."

Claim 1 includes the following limitation:

modifying the cumulative record... wherein the cumulative record includes ... at least a first entry ... associated with a data operation that determines how the first entry of the cumulative record is modified to reflect the interaction information contained within the interaction record.

The Office Action, in rejecting claim 1, interprets "cumulative record" as illustrated in the Figure below:



The Office Action alleges that: 1) call records 306 are interaction records; 2) the "regarding" field 320 is a "specific description of the interaction"; and, 3) Nathan

Johnson's cumulative phone record is the "cumulative record". Thus, the Office Action alleges that combined call records 306, identified by "Length" 0:17, 0:13 and 0:49, are a "cumulative record".

Further the Final Office Action, in rejecting claim 1, contends that the above limitations are anticipated by the following disclosure in Kuhn:

As seen in FIG. 5, the supervisor may also determine, for each schedule 512, whether to record only inbound calls, only outbound calls, or both 516. Other call type options can also be included, such as options to record internal calls, calls received on particular lines (such as help lines or order lines) and the like.

Furthermore, in some embodiments the system can establish rules, either universal rules or rules which may be associated with each individual agent as a further basis for determining whether particular calls should be recorded. A number of items can be used for such rules. In some systems, automatic number identification (ANI) or caller identification (CID) technology may be used to identify the telephone number of an incoming call. In this configuration, preferably the system is designed so that a supervisor may specify which calls to record based on the area code of the caller or, the exchange number of the caller and/or a particular phone number of the caller. In some embodiments, supervisors may also specify other parameters such as dialed number identification service (DNIS), prompted digits (such as account codes, social security number, etc.), called number (outgoing calls) and virtual device node (VDN), through which the PBX can be programmed to route calls.

Col. 6, lines 12-34.

The above quote from Kuhn describes a supervisor that selects call options or establishes rules that determine whether a call is recorded. The above quote describes the recordation of inbound calls, outbound calls, inbound and outbound calls, internal calls, calls received on particular lines, calls based on the area code of the caller, calls based on the exchange number of the caller, etc.

Claim 1 requires modifying a cumulative record that includes a first entry that is associated with a data operation that determines how the first entry is modified to reflect interaction information contained within an interaction record. For instance, the first entry may be associated with a data operation that requires addition and thereby operates to add interaction information from interaction records to the first entry in the cumulative record. Thus, the first entry is "cumulative" because it reflects information in one or more interaction records. In contrast, the above quote from Kuhn does not describe an entry that reflects information in one or more interaction records; rather, the above quote from Kuhn describes a call record that is solely descriptive of the same call record. Indeed, recordation of the call record is based on an option or rule; however, application of the option or rule never results in an entry that is "cumulative"; but rather, results in a call record or the absence of a call record. Kuhn therefore cannot be said to anticipate the above quoted limitation because Kuhn describes recording a call based on an option or a rule and claim 1 requires the modification of a first entry associated with a data operation that determines how the first entry of the cumulative record is modified to reflect interaction information contained within an interaction record.

In summary, Kuhn does not disclose each and every limitation of claim 1, as required to support a rejection of this claim under 35 U.S.C. § 102(e).

Independent claims 14 and 27 each include a limitation corresponding substantially to the above-discussed limitation of claim 1. Accordingly, Applicants

request that the above remarks and amendments contained herein also be considered when examining these other independent claims for allowability.

As dependent claims are deemed to include all limitation of claims from which they depend, the rejection of claims 2-13 and 15-26 under 35 U.S.C. 102(e) also addressed by the above remarks, and the amendments contained herein.

In summary, Applicants believe that all rejections presented in the Final Office Action have been fully addressed and withdrawal of these rejections is respectfully requested. Applicants furthermore believe that all claims are now in a condition for allowance, which is earnestly solicited.

If there are any additional charges, please charge Deposit Account No. 02-2666. If a telephone interview would in any way expedite the prosecution of the present application, the Examiner is invited to contact Mark R. Vatuone at (408) 947-8200.

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Respectfully submitted,

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1 12. The method of claim 1 wherein the interaction information
2 includes any one of a group of information items comprising source, data,
3 time, call segment, response time, wait time, queue time, hold time and talk
4 time.

1 13. The method of claim 1 wherein the customer interaction
2 system comprises any one of a group of systems including an automatic call
3 distributor, an e-mail server, a web server, a computer telephony integration
4 server and an interactive voice response server.

1 ~~14. The method of claim 1 wherein the customer interaction~~
2 ~~system comprises any one of a group of systems including an automatic call~~
3 ~~distributor, an e-mail server, a web server, a computer telephony integration~~
4 ~~server and an interactive voice response server.~~

1 15. The process of claim 14 wherein the first process identifies the
2 cumulative record utilizing time information included within the interaction
3 information of the interaction record.

1 16. The process of claim 14 wherein the first process identifies the
2 cumulative record utilizing data type information included within the
3 interaction information of the interaction record.

1 17. The process of the claim 14 wherein the first process identifies
2 the cumulative record utilizing source information identifying a customer
3 interaction system on which the customer interaction described by the
4 interaction information occurred.

1 18. The process of claim 14 wherein the first process constructing a
2 key, utilizing the interaction information, that is mapped to the cumulative
3 record to identifying the cumulative record.

1 19. The process of claim 14 wherein the first process identifies the
2 cumulative record from among a plurality of cumulative records, each of the
3 plurality of cumulative records constituting a row of a result set that
4 includes a plurality of columns, each column specify a data operation that
5 determines how a cumulative record including an entry corresponding to
6 the relevant column is modified to reflect the interaction information
7 contained within the interaction record.

1 20. The process of claim 14 wherein the interaction information
2 included within the interaction record comprises a plurality of information
3 items, and the second process modifies the cumulative record by performing
4 a data operation with respect a processed information items included within
5 the cumulative record corresponding to at least one information item
6 included within the interaction record.

1 21. The process of claim 20 wherein the cumulative record
2 comprises a plurality of processed information items, each of the processed
3 information items being assigned to a respective column within a result set
4 constituting a plurality of cumulative records, each of the respective
5 columns of the result set having a respective data operation associated
6 therewith that constitutes part of the second process.

1 22. The process of claim 20 wherein a data operation associated
2 with a respective column comprises any one of a group of the operations
3 including a sum operation, a "count if" operation, a copy operation, and a
4 "replace if" operation.

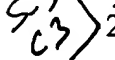
1 23. The process of claim 14 wherein the cumulative record
2 contains interaction information derived from a plurality of records for a
3 predetermined time period.

1 24. The process of claim 23 including a third process that stores the
2 cumulative record within a database as part of a summarization record of
3 customer interactions over the predetermined time, the summarization
4 record comprising a plurality of cumulative records.

1 25. The process of claim 14 wherein the interaction information

2 includes any one of a group of information items comprising source, data,
3 time, call segment, response time, wait time, queue time, hold time and talk
4 time.

1 26. The process of claim 14 wherein the customer interaction
2 system comprises any one of a group of systems including an automatic call
3 distributor, an e-mail server, a web server, a computer telephony integration
4 server and an interactive voice response server.

1  27. A machine-readable medium that stores a sequence of
2 instructions that, when executed by a machine, cause the machine to
3 perform a method of processing customer interaction records within a
4 customer interaction system, the method including the steps of:
5
6 receiving a record including interaction information describing a
7 customer interaction;
8
9 identifying a cumulative record to which the first record contributes;
10 and
11
12 modifying the cumulative record to reflect the interaction information
13 contained within the first record.